



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending December 31, 2007

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.70	5.30	5.70	5.57
B. Operator Answer Time - Information [730.510(a)(1)]	1.48	1.49	1.65	1.54
C. Repair Office Answer Time [730.510(b)(1)]	59.00	10.00	12.00	27.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	30.00	30.00	45.00	35.00
E. Percent of Service Installations [730.540(a)]	100.00%	95.74%	96.55%	97.43%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.22%	97.78%	100.00%	98.33%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.80	1.70	1.90	1.80
H. Percent Repeat Trouble Reports [730.545(c)]	6.76%	4.29%	11.54%	7.66%
I. Percent of Installation Trouble Reports [730.545(f)]	6.45%	10.64%	13.79%	10.29%
J. Missed Repair Appointments [730.545(h)]	2	7	10	6
K. Missed Installation Appointments [730.540(d)]	0	2	1	1

Comments



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